

Exemption 6

[REDACTED]

From: [REDACTED]
Sent: Tuesday, May 12, 2009 1:58 PM
To: [REDACTED]
Subject: FW: Amish Travelers
Importance: High

From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, May 12, 2009 12:22 PM
To: [REDACTED]
Subject: Amish Travelers
Importance: High

Hello,

U.S. Customs and Border Protection (CBP) will soon be sending an official letter to inform Amtrak of documents that may be presented by members of the Old Order Amish and Old Order Mennonite communities entering the United States upon implementation of the Western Hemisphere Travel Initiative (WHTI) at land and sea ports of entry on June 1, 2009.

U.S. citizen members of the Old Order Amish or Old Order Mennonite communities may be presenting a valid and signed Internal Revenue Service (IRS) Form 4029, *Application for Exemption From Social Security and Medicare Taxes and Waiver of Benefits*, as evidence of identity, along with a birth certificate indicating birth within the United States as evidence of citizenship. Alternative documents that may be presented as evidence of citizenship include a U.S. Certificate of Citizenship, a U.S. Certificate of Naturalization, or a U.S. Consular Report of Birth Abroad. At this time, there is no official policy with regard to Canadian members of the Old Order Amish or Old Order Mennonite communities, although we continue to work with them on this matter and will be flexible with WHTI implementation on June 1.

We appreciate your support in accepting these documents, until further notice from CBP, for such travelers entering the United States upon implementation of WHTI on June 1, 2009. A blank IRS Form 4029 can be found at: <http://www.irs.gov/pub/irs-pdf/f4029.pdf>

Please contact me if you have any questions or concerns.

Thanks,

[REDACTED]
Program Manager
Western Hemisphere Travel Initiative
U.S. Customs and Border Protection
[REDACTED]

[Redacted]

From: [Redacted]
Sent: Tuesday, April 19, 2011 5:28 PM
To: [Redacted]
Cc: [Redacted]
Subject: RE: Amtrak Data Center Transition to Southbury CT April 17 - THANK YOU

Hello Amtrak External Partners,

Let me take this opportunity to thank each and every one of you for making the Arrow mainframe transition to Southbury CT on Sunday, April 17 incredibly successful. We actually got Arrow up and running early; stations and call centers operational by 6:45.....and all of you (external partners) were online by 7:18 AM.

If you have been following any of the articles written about the Amtrak migration, you may be aware we are having some issues with our Amtrak.com website. Fortunately customers nationwide have other ways to book reservations on Amtrak trains and that is where you come in. All travel agency and Codeshare customers have been able to book reservations on Amtrak, customers calling Amtrak Call Centers can get their credit cards authorized, and Amtrak can transmit advanced passenger information to the Dept. of Homeland Security for our boarder crossing trains. All of this has been made possible because of your expertise and support of this historic transition.

Please pass on my thanks and congratulations to anyone who was involved in Sunday's activity. You are awesome partners!!!

My sincerest thanks,

[Redacted]

[Redacted] Information Technology
 Amtrak Reservation System
 10 G Street, NE
 Washington, DC 20002

email: [Redacted]

From: [Redacted]
Sent: Wednesday, April 13, 2011 5:34 PM
To: [Redacted]
Cc: [Redacted]
Subject: Amtrak Data Center Transition to Southbury CT April 17 - Schedule, Conference Bridge and POC List
Importance: High

Hello Amtrak External Partners,

April 17, 2011 Sequence of Events during Transition to new Data Center in Southbury CT.

Time (EDT)	April 17 - Description of Event
0300 - 0400	Bring down Manassas Data Center and prepare switch to Southbury
0400 - 0730	Mainframe systems (TPF, Business Mainframe, CMC) brought online
0700 - 0730	SNA Network and TCP/IP brought online

0745 | Amtrak ready for business in new Data Center, Southbury CT

Please provide technical support when the Network is brought online. **Please distribute to all required participants.**

External Partner Conference Bridge on April 17 provided by Amtrak for mainframe questions and/or status.

- **Conference bridge: 1-866-209-1307; Pass-code: 6244012**

For reporting problems, please contact:

- **Amtrak Service Desk at 1-800-772-4357 and reference change record C24491**

Please provide the correct Point of Contact if the ones listed are not correct.

External Partner	Point of Contact	Technical POC
First Data	[REDACTED]	[REDACTED]
Sabre	[REDACTED]	[REDACTED]
Travelport - Apollo	[REDACTED]	Operations Support
Travelport - Worldspan	[REDACTED]	Operations Support
SITA	[REDACTED]	[REDACTED]

Best Regards,

[REDACTED]
[REDACTED]

Information Technology
Amtrak Reservation System
10 G Street, NE
Washington, DC 20002

email: [REDACTED]

Exemption 6

[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 31, 2012 2:13 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: U.S. Customs RSP

[REDACTED]

This is to confirm the information I provided by phone. The US Customs and Border Protection individual that you may want to contact is: [REDACTED] Office of Field Operations. His phone number is: [REDACTED]

Please let me know if we can provide any additional information.

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, July 31, 2012 1:05 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: U.S. Customs RSP
Importance: High

[REDACTED]

I've left you a vm requesting a call back (I don't have a phone number for [REDACTED]). Our train traveling south from Montreal today had some difficulties with US Customs inspectors today, where apparently they normally match the paper tickets collected from passengers against the planned passenger manifest. There is a concern that tomorrow's train may not be allowed to enter the country if this cannot be resolved.

Could you please provide me with a point of contact in Customs to help resolve this issue? We can email a real-time passenger manifest to help support any existing processes if necessary. But the report of who is really on the train that in the past they got from the conductors in the form of a stack of paper tickets is being replaced with an electronic manifest on the conductors device.

I would appreciate your quick response to this request.

Regards,
[REDACTED]
Amtrak eTicketing Program Director
Office: [REDACTED]
Cell: [REDACTED]

From: [REDACTED]
Sent: Tuesday, July 31, 2012 12:29 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: U.S. Customs RSP

[REDACTED] or [REDACTED] can you please advise what communication has been had with Customs on eTicketing? There appears to be a problem today, and I'm assuming its a mis-communication internally to them since we didn't hear of this yesterday, but we'll need to know who you've been dealing with to correct the problem.

Thanks,

Exemption 6

[REDACTED]
[REDACTED] Operations,
Amtrak, Empire District

From: [REDACTED]
Sent: Tuesday, July 31, 2012 12:22 PM
To: [REDACTED]
Subject: U.S. Customs RSP

68 is having trouble at RSP customs because customs no longer has physical tickets to match to their manifest. They want to know why no one notified them that Amtrak was going to eticketing? Someone from customs is supposed to call me in a few minutes to find out. They're checking the conductor's eMD device against the manifest right now.

If they've been used to taking the conductor's stack of tickets and matching them to their manifest, not much I can offer them going forward other than checking ID's against their manifest.

AMTRAK'S EMPIRE DISTRICT

[REDACTED] Stations, ALB
626 East St.
Rensselaer, NY 12144
ATS:
Com:
Fax: [REDACTED]

The information contained in this e-mail is intended only for the personal and confidential use of the recipients named above. Information contained in this email may be privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this email and any attachments in error and that any review, dissemination, distribution or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately by email and delete the original message.

[Redacted]

From: [Redacted]
Sent: Tuesday, July 31, 2012 6:27 PM
To: [Redacted]
Cc: [Redacted]
Subject: RE: Amtrak Clearance
Attachments: Amtrak Train 68-20120731-Actual_Passenger_Manifest.xls

[Redacted]

I've also added additional contacts from the eTicketing team that will assist in providing the necessary information to CBP, namely:

[Redacted] Sales Distribution & Customer Service
 [Redacted] Financial and Operating Reporting

Attached is a sample actual passenger manifest from train 68 this morning [Redacted] and I will coordinate sending a similar file on a daily basis to those on this email list. We will aim to send this manifest file at 10:30am each morning unless the train is late to the degree that we think the list is incomplete, in which case the 10:45am email will provide an estimated time for delivery of the completed list.

Regards,

[Redacted]
Office: [Redacted]
Cell: [Redacted]

From: [Redacted]
Sent: Tuesday, July 31, 2012 4:35 PM
To: [Redacted]
Cc: [Redacted]

[Redacted]

Subject: RE: Amtrak Clearance

[Redacted]

As promised, I am replying to all and adding the following Amtrak contacts:

[Redacted] e-Ticketing project
 [Redacted] Empire District which includes operations to Montreal
 [Redacted] of Operations
 [Redacted] Stations

Perhaps we should have occasional conference calls to keep all of us better advised of current problems and new initiatives.

Thanks,
[Redacted]

Amtrak - Operations - Washington

"Amtrak's Single Point of Contact for Cross Border Operations" - Not my title but it is what I've been designated.

Office- [redacted]
Mobile- [redacted]

From: [redacted] [mailto:[redacted]]

Sent: Tuesday, July 31, 2012 3:00 PM

To: [redacted]

Cc: [redacted]

Subject: Amtrak Clearance

[redacted]

It was very nice speaking with you. Your willingness to assist us with our needs is very refreshing. I have attached all those who may have a hand in supervising the inspection of your train. If you create an email group and send the list of onboard passengers after the last Canadian stop it would assist our efforts. Additionally the e-ticketing i-phone we spoke of would be the ultimate solution and look forward to getting one or two of those and some training for our supervisors. Thanks again.

[redacted]

[redacted] APD Passenger
U.S. Customs and Border Protection
Office of Field Operations
237 West Service Road
Champlain, NY 12919

[redacted]
(desk)
(fax)
(blackberry)

[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 01, 2012 9:24 AM
To: [REDACTED]
Subject: RE: Amtrak Clearance

I will, but it should be pretty straight forward. [REDACTED] has previously talked about setting up a automatic run and email. I'll get with him this afternoon and try to set it up. Until then I will do it manually.

From: [REDACTED]
Sent: Wednesday, August 01, 2012 8:54 AM
To: [REDACTED]
Subject: RE: Amtrak Clearance

[REDACTED]

Let me know if you have any questions about what we need to do for this.

Thanks
[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 01, 2012 8:32 AM
To: [REDACTED]

[REDACTED]

Subject: FW: Amtrak Clearance

Some additional email addresses provided by US C&BP:

From: [REDACTED]
Sent: Tuesday, July 31, 2012 6:37 PM
To: [REDACTED]
Cc: [REDACTED]

[REDACTED]

Subject: RE: Amtrak Clearance

I've also added additional contacts from the eTicketing team that will assist in providing the necessary information to CBP, namely:

[REDACTED] Distribution & Customer Service
[REDACTED] Financial and Operating Reporting

Attached is a sample actual passenger manifest from train 68 this morning. Charles and I will coordinate sending a similar file on a daily basis to those on this email list. We will aim to send this manifest file at 10:30am each morning unless the train is late to the degree that we think the list is incomplete, in which case the 10:45am email will provide an estimated time for delivery of the completed list.

Regards,

Office: [REDACTED]
Cell: [REDACTED]

From: [REDACTED]
Sent: Tuesday, July 31, 2012 4:35 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: Amtrak Clearance

As promised, I am replying to all and adding the following Amtrak contacts:

[REDACTED] e-Ticketing project
[REDACTED] Empire District which includes operations to Montreal
[REDACTED] Operations
[REDACTED] Stations

Perhaps we should have occasional conference calls to keep all of us better advised of current problems and new initiatives.

Thanks,

[REDACTED]
Amtrak – Operations – Washington
"Amtrak's Single Point of Contact for Cross Border Operations" – Not my title but it is what I've been designated.
Office: [REDACTED]
Mobile: [REDACTED]

From: [REDACTED]
Sent: Tuesday, July 31, 2012 3:00 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: Amtrak Clearance

It was very nice speaking with you. Your willingness to assist us with our needs is very refreshing. I have attached all those who may have a hand in supervising the inspection of your train. If you create an email group and send the list of onboard passengers after the last Canadian stop it would assist our efforts. Additionally the e-ticketing i-phone we spoke of would be the ultimate solution and look forward to getting one or two of those and some training for our supervisors. Thanks again.

Exemption 6

[REDACTED] APD Passenger
U.S. Customs and Border Protection
Office of Field Operations
237 West Service Road
Champlain, NY 12919

[REDACTED]
(desk)
(fax)
(blackberry)

Exemption 6

[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 01, 2012 9:47 AM
To: [REDACTED]
Subject: RE: Amtrak Clearance

Thanks. We need to do it on the weekends too so the auto-run will be good.

From: [REDACTED]
Sent: Wednesday, August 01, 2012 9:24 AM
To: [REDACTED]
Subject: RE: Amtrak Clearance

I will, but it should be pretty straight forward. [REDACTED] has previously talked about setting up a automatic run and email. I'll get with him this afternoon and try to set it up. Until then I will do it manually.

From: [REDACTED]
Sent: Wednesday, August 01, 2012 8:54 AM
To: [REDACTED]
Subject: RE: Amtrak Clearance

[REDACTED]

Let me know if you have any questions about what we need to do for this.

Thanks

[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 01, 2012 8:32 AM
To: [REDACTED]

Subject: FW: Amtrak Clearance

Some additional email addresses provided by US C&BP.

From: [REDACTED]
Sent: Tuesday, July 31, 2012 6:37 PM
To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Amtrak Clearance

Exemption 6

[REDACTED]
I've also added additional contacts from the eTicketing team that will assist in providing the necessary information to CBP, namely:

[REDACTED] Distribution & Customer Service
[REDACTED] Financial and Operating Reporting

Attached is a sample actual passenger manifest from train 88 this morning. Charles and I will coordinate sending a similar file on a daily basis to those on this email list. We will aim to send this manifest file at 10:30am each morning unless the train is late to the degree that we think the list is incomplete, in which case the 10:45am email will provide an estimated time for delivery of the completed list.

Regards,

Office: [REDACTED]
Cell: [REDACTED]

From: [REDACTED]
Sent: Tuesday, July 31, 2012 4:35 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: Amtrak Clearance

[REDACTED]
As promised, I am replying to all and adding the following Amtrak contacts.

[REDACTED] e-Ticketing project
[REDACTED] Operations for the Empire District which includes operations to Montreal
[REDACTED] of Operations
[REDACTED] Manager of Stations

Perhaps we should have occasional conference calls to keep all of us better advised of current problems and new initiatives.

Thanks,

[REDACTED]
Amtrak - Operations - Washington
"Amtrak's Single Point of Contact for Cross Border Operations" - Not my title but it is what I've been designated.
Office - [REDACTED]
Mobile - [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, July 31, 2012 3:00 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: Amtrak Clearance

Exemption 6

It was very nice speaking with you. Your willingness to assist us with our needs is very refreshing. I have attached all those who may have a hand in supervising the inspection of your train. If you create an email group and send the list of onboard passengers after the last Canadian stop it would assist our efforts. Additionally the e-ticketing i-phone we spoke of would be the ultimate solution and look forward to getting one or two of those and some training for our supervisors. Thanks again.

[REDACTED]

[REDACTED] APD Passenger
U.S. Customs and Border Protection
Office of Field Operations
237 West Service Road
Champlain, NY 12919

[REDACTED]

[REDACTED] (desk)
[REDACTED] (fax)
[REDACTED] (blackberry)

Exemption 6

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Friday, August 17, 2012 11:23 AM
To: [REDACTED]
Subject: FW: Amtrak train 68 - August 15th 2012; Onboard Passenger Manifest
Attachments: Amtrak Train 68-20120815-Actual_Passenger_Manifest.xls

[REDACTED]

Could you add [REDACTED] to the distribution list for the Amtrak 68 manifests? Also, if possible, can we get the outbound manifest sent solely to this address??

Thanks,

[REDACTED]
[REDACTED] - Tactical Operations
U.S. Customs and Border Protection
Office of Field Operations
Champlain, NY
[REDACTED] (Office)
[REDACTED] (Blackberry)

This document and any attachments(s) may contain restricted, sensitive, and/or law enforcement-sensitive information belonging to the U.S. Government. It is not for release, review, retransmission, dissemination, or use by anyone other than the intended recipient. If you received this communication in error, please immediately notify the sender and delete or destroy this communication and all attachments.

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, August 16, 2012 8:24 AM
To: [REDACTED]
Subject: FW: Amtrak train 68 - August 15th 2012; Onboard Passenger Manifest

[REDACTED] SCBPO
U.S. Customs and Border Protection
Office of Field Operations
237 West Service Road
Champlain, NY 12919
[REDACTED] (phone)
[REDACTED] (fax)

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, August 15, 2012 10:17 AM
To: [REDACTED]

Subject: Amtrak train 68 - August 15th 2012; Onboard Passenger Manifest

Exemption 6

[REDACTED]

From: [REDACTED]
Sent: Friday, August 17, 2012 11:41 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Amtrak train 68 - August 15th 2012, Onboard Passenger Manifest

Certainly. Copying my colleagues [REDACTED] and [REDACTED] who are also involved in sending this manifest.

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, August 17, 2012 11:23 AM
To: [REDACTED]
Subject: FW: Amtrak train 68 - August 15th 2012, Onboard Passenger Manifest

[REDACTED]

Could you add [REDACTED] to the distribution list for the Amtrak 68 manifests? Also, if possible, can we get the outbound manifest sent solely to this address??

Thanks,

[REDACTED]
Tactical Operations
U.S. Customs and Border Protection
Office of Field Operations
Champlain, NY
[REDACTED] (Office)
[REDACTED] (Blackberry)

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From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, August 16, 2012 8:24 AM
To: [REDACTED]
Subject: FW: Amtrak train 68 - August 15th 2012, Onboard Passenger Manifest

[REDACTED] SCBPO
U.S. Customs and Border Protection
Office of Field Operations
237 West Service Road
Champlain, NY 12919

[REDACTED] (phone)
[REDACTED] (fax)

Exemption 6

From: [REDACTED] [mailto:[REDACTED]]

Sent: Wednesday, August 15, 2012 10:17 AM

To: [REDACTED]

Subject: Amtrak train 68 - August 15th 2012, Onboard Passenger Manifest

Exemption 6

[REDACTED]
From: [REDACTED]
Sent: Monday, August 20, 2012 9:38 AM
To: [REDACTED]
Subject: RE: Amtrak - USCBP eTicketing Reports

[REDACTED]
Thank you.

[REDACTED] APD Passenger
U.S. Customs and Border Protection
Office of Field Operations
237 West Service Road
Champlain, NY 12919

[REDACTED]
(desk)
(fax)
(blackberry)

From: [REDACTED] [mailto:\[REDACTED\]](mailto:[REDACTED])
Sent: August 16, 2012 1:18 PM
To: [REDACTED]
Subject: FW: Amtrak - USCBP eTicketing Reports

Hi [REDACTED]

The below is what I sent to [REDACTED] last week.

Thanks!

[REDACTED]
Amtrak
[REDACTED] - Sales and Reservation Systems
60 Massachusetts Ave. NE 4W-111
Washington, DC, 20002
Phone: [REDACTED] (Bell) [REDACTED] (Mobile) [REDACTED]

From: [REDACTED]
Sent: Friday, August 10, 2012 1:41 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Amtrak - USCBP eTicketing Reports

Good afternoon [REDACTED]

Thank you very much for the thorough tour of the port and the detail explanation of the processes you go through to check our passengers. We appreciate yourself and [REDACTED] taking the time to do this.

Exemption 6

As promised, this link [REDACTED] will be what you team use to access the Amtrak reports. We will put procedures together on what to do when the site is accessed and where to find the reports.

To grant access to our system we need the following information from the members of your team who will access the reports. We will provide RSA SecureIDs to each of the team members as well as ID's to access the system:

- Full Name
- Full Date of Birth
- Social Security Number

As requested [REDACTED] is currently emailing the reports at 10:30a to your team so you have enough time to analyze the on board report prior to departing to the stations.

Please feel free to contact me if you have any questions. I look forward to hearing back from you with the information above.

Thanks again!

[REDACTED]
Amtrak
Project Manager – Sales and Reservation Systems
60 Massachusetts Ave. NE 4W-111
Washington, DC. 20002
Phone: [REDACTED] (Bell) [REDACTED] (Mobile) [REDACTED]

Exemption 6

[REDACTED]

From: [REDACTED]
Sent: Monday, April 08, 2013 8:30 AM
To: [REDACTED]
Subject: RE: Address Change for Amtrak 68 Passenger Lists

[REDACTED]

Can you please confirm to [REDACTED] that this change has been made?

Thanks,
[REDACTED]

From: [REDACTED]
Sent: Sunday, April 07, 2013 10:37 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Address Change for Amtrak 68 Passenger Lists

All,

There is a major technical issue here at Champlain that has taken [REDACTED] offline. If you would please send this transmission to [REDACTED] we can ensure that it is appropriately distributed through to port staff.

Thank you,

[REDACTED]
[REDACTED] - Tactical Operations
U.S. Customs and Border Protection
Office of Field Operations
Champlain, NY
[REDACTED] (Office)
[REDACTED] (Blackberry)

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Exemption 6

[REDACTED]

From: [REDACTED]
Sent: Monday, April 08, 2013 10:55 AM
To: [REDACTED]
Cc:
Subject: RE: Address Change for Amtrak 68 Passenger Lists
Attachments: Train 68 Actual Manifest.pdf

[REDACTED]

Unfortunately our system is down and will not let me make the change this morning. It will be fixed this afternoon and the report will be sent to the new address tomorrow. Although it may be too late to use the report today, attached is today's manifest.

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Sunday, April 07, 2013 10:37 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Address Change for Amtrak 68 Passenger Lists

All,

There is a major technical issue here at Champlain that has taken [REDACTED] offline. If you would please send this transmission to [REDACTED] we can ensure that it is appropriately distributed through to port staff.

Thank you,

[REDACTED]
[REDACTED] Tactical Operations
U.S. Customs and Border Protection
Office of Field Operations
Champlain, NY
[REDACTED] (Office)
[REDACTED] (Blackberry)

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Canadian Border Manifest

Exemption 6

Date/Time Printed: 04/08/2013 10:25:10 AM
(Electronic Lift Data Only)

NAME	Class Origin	Class Destination	PNR	Unit Type	Quantity	Unit Type	Unit Type
	MTR	NYP		TKT	1	ORI	SCN
	MTR	NYP		TKT	1	ORI	SCN
	MTR	NYP		TKT	1	ORI	SCN
	MTR	NYP		TKT	1	ORI	SCN
	MTR	NYP		TKT	1	ORI	SCN
	MTR	NYP		TKT	1	ORI	SCN
	MTR	NYP		TKT	1	ORI	SCN
	MTR	POU		TKT	1	ORI	SCN
	MTR	POU		TKT	1	ORI	SCN
	MTR	NYP		TKT	1	ORI	SCN
	MTR	NYP		TKT	1	ORI	SCN
	MTR	SDY		TKT	1	ORI	SCN

[REDACTED]

From: [REDACTED]
Sent: Monday, April 08, 2013 4:04 PM
To: [REDACTED]
Subject: Re: Address Change for Amtrak 68: Passenger Lists

[REDACTED]

Thank you for the response. I noticed today that the Champlain Intelligence inbox came back online, so the change will not be necessary anymore. I apologize for any inconvenience this may have caused.

Thank you.

[REDACTED] Tactical Operations
U.S. Customs and Border Protection
Office of Field Operations
Champlain, NY

[REDACTED] (Office)
[REDACTED] (Blackberry)

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From: [REDACTED] [mailto:[REDACTED]]
Sent: Monday, April 08, 2013 10:55 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Address Change for Amtrak 68 Passenger Lists

[REDACTED]

Unfortunately our system is down and will not let me make the change this morning. It will be fixed this afternoon and the report will be sent to the new address tomorrow. Although it may be too late to use the report today, attached is today's manifest.

From: [REDACTED] [mailto:[REDACTED]]
Sent: Sunday, April 07, 2013 10:37 PM
To: [REDACTED]

Cc: [REDACTED]

Exemption 6

Subject: Address Change for Amtrak 68 Passenger Lists

AI,

There is a major technical issue here at Champlain that has taken [REDACTED] offline. If you would please send this transmission to [REDACTED] we can ensure that it is appropriately distributed through to port staff.

Thank you,

[REDACTED]
[REDACTED] - Tactical Operations
U.S. Customs and Border Protection
Office of Field Operations
Champlain, NY

[REDACTED]
(Office)
(Blackberry)
[REDACTED]

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Exemption 6

[REDACTED]

From: [REDACTED]
Sent: Monday, April 29, 2013 1:49 PM
To: [REDACTED]
Subject: RE: Amtrak Train 68 - List of Passengers Confirmed On Board by Mobile Devices

Understood,

It is an excellent tool for us here at Champlain. We get much better data here at Champlain due to Amtrak handling the entire process, from boarding to the border, which we truly appreciate. If we can just get VIA to give the same quality of service for my counterparts at Buffalo.

Thanks,

[REDACTED]
[REDACTED] - Tactical Operations
U.S. Customs and Border Protection
Office of Field Operations
Champlain, NY

[REDACTED] (Office)
[REDACTED] (Blackberry)

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-----Original Message-----

From: [REDACTED]
Sent: Monday, April 29, 2013 12:24 PM
To: [REDACTED]
Subject: RE: Amtrak Train 68 - List of Passengers Confirmed On Board by Mobile Devices

We don't currently have this data available for the route from Toronto. It is tricky because VIA (Canada's passenger rail company) operates the route up until right before the border. By the time our conductors take over the train, there likely isn't time to scan all of the passengers in and upload it to the database.

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Monday, April 29, 2013 10:55 AM
To: [REDACTED]
Subject: RE: Amtrak Train 68 - List of Passengers Confirmed On Board by Mobile Devices

[REDACTED]

Exemption 6

No problem, I just thought that you should know in case there was a technical issue that your shop was not aware of. By the way, is Amtrak running the same technology for the run from Toronto? I know the Port of Buffalo could really use this information.

Thanks,

[REDACTED] Tactical Operations
U.S. Customs and Border Protection
Office of Field Operations
Champlain, NY

[REDACTED] (Office)
[REDACTED] (Blackberry)

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Monday, April 29, 2013 9:50 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Amtrak Train 68 - List of Passengers Confirmed On Board by Mobile Devices

[REDACTED]

I apologize for Friday's report. We had technical difficulties and I was out on vacation. The report should run as expected today at 10:25. Let me know if you have any other issues.

Thanks,

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, April 26, 2013 10:29 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Amtrak Train 68 - List of Passengers Confirmed On Board by Mobile Devices

[REDACTED]

There are no passengers listed in the attached to this transmission.

Thank you,

[REDACTED] Tactical Operations
U.S. Customs and Border Protection

Office of Field Operations
Champlain, NY

Exemption 6

(Office)
(Blackberry)

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-----Original Message-----

From: CHAMPLAIN INTELLIGENCE

Sent: Friday, April 26, 2013 10:27 AM

To: [REDACTED]

Subject: FW: Amtrak Train 68 - List of Passengers Confirmed On Board by Mobile Devices

From: [REDACTED]

Sent: Friday, April 26, 2013 3:26:48 PM (UTC) Dublin, Edinburgh, Lisbon, London

To: CHAMPLAIN INTELLIGENCE

Subject: Amtrak Train 68 - List of Passengers Confirmed On Board by Mobile Devices

This is an automated report that represents electronic lifts as of 10:25 AM.

A passenger might appear more than once on this manifest if:

- Two different conductors scan the same ticket (Lift Type for second ticket would be "SUB"), or
- A conductor incorrectly records a ticket resulting in an unlift (Lift Type - "UNL") and possibly a subsequent lift (Lift Type - "SUB").

If the Ticket Type is "HNF", the conductor is required to hand-enter the name of the passenger, which could result in error.

[REDACTED]

From: INTLHELP
Sent: Monday, December 16, 2013 3:56 PM
To: [REDACTED]
Subject: RE: New booking QUERY

Hello [REDACTED]

Thank you for your e-mail. Here is some information about border crossing:

When Traveling

The form of identification you carry with you on your trip should be the same piece of ID that you selected and provided details about when you made your reservation.

You must carry the original, valid identification document. Copies, expired or otherwise invalid documents will not be accepted. Each passenger must have his or her own ID.

Passengers traveling should arrive at least one hour prior to departure for border crossing processing. For those passengers who are not citizens of either the United States or Canada, it is strongly advised to arrive earlier than one hour to complete additional United States Customs and Border Protection processing.

Delays Are Possible

Be aware that you may experience delays at border crossings. Such delays are usually due to US and/or Canadian customs and immigration procedures, and are beyond Amtrak's control.

No Passengers under 18 across the US-Canadian Border Unaccompanied

The Canada Border Services Agency and US Customs and Border Protection Department are very concerned about the safety of children crossing the border. The following applies to any situation where a passenger under 18 years old is not crossing the border accompanied by both parents:

- If one or both parents are not accompanying the child, bring a letter from any parent or legal guardian not present giving permission to cross the border. (If part of an organized group, see below for the requirement.) Include addresses and phone numbers.
- If one parent is deceased, a copy of the death certificate will minimize questions and delay.*
- Parents who share custody of their children should carry copies of the legal custody documents.*
- Contact the appropriate government agency for additional information.

* Amtrak will not deny travel to an adult without this, but the adult may be subject to extensive questioning and delay by border control officers.

Passengers 17 years old and younger traveling alone may not cross the US-Canadian border regardless of ID or notarized letter, unless accompanied by another passenger who is at least 18 years old.

Exception: Children 15-17 years old who are citizens or residents of one country and bearing identifications proving this, but who are already in the other country, may return home by themselves.

For example, a 16-year-old who is a Canadian citizen and has a Canadian passport or other required document is already in the United States, that 16-year-old may return home to Canada.

Documents Required to Cross the US-Canadian Border

The only acceptable documents to cross the US-Canadian border by land or sea are:

US Citizens 16 and over

- United States Passport, or
- United States Passport Card, or
- Trusted Traveler Card (NEXUS, FAST or SENTRI), or
- Enhanced Driver's License, Enhanced Learner's Permit, or Enhanced State ID card (Temporary enhanced driver's licenses/learner's permits/state or provincial ID cards are not accepted. The traveler must have the permanent license/permit/card.), or
- Merchant Mariner Document, or
- Military ID with Military orders, or
- Form I-872, American Indian Card
- Amish and Mennonite Old Order only:
 - copy of birth certificate, and
 - signed copy of IRS form 4029, application for exemption from Social Security and Medicare taxes and waiver of benefits.

Canadian Citizens 16 and over

- Canadian Passport, or
- Trusted Traveler Card (NEXUS, FAST or SENTRI), or
- Enhanced Driver's License, Enhanced Learner's Permit, or Enhanced State ID card, or
- Indian and Northern Affairs Canada (INAC) card

US and Canadian Citizens under 16

(Under 19 if traveling with an organized group such as a school trip)

- One of the above documents, or
- Certified Copy of a Birth Certificate (bearing the raised seal of the issuing office and a statement that it is a certified copy of the original document on file at that office) or
- **U.S. Citizen Children Only:** Consular Report of Birth Abroad, or United States Naturalization Certificate
- **Canadian Citizen Children Only:** Canadian Citizenship Certificate Card

Citizens of Other Countries

Citizens of other countries who are permanent residents of the United States:

- Entering Canada: Passport (with visa, if required)
- Entering the United States: Form I-551, Permanent Resident Card (older versions of this are called Resident Alien Cards, which if not expired may also be used). A foreign passport may also be presented, but Form I-551 is required.

Citizens of other countries who are permanent residents of Canada:

- Entering Canada: Canadian Permanent Resident Card
- Entering the United States: Passport (with visa, if required)

Citizens of all other countries who are not permanent residents of the United States or Canada:

- Passport (with visa, if required)
- Re-entry permit
- Refugee permit

Documents No Longer Accepted

Effective June 1, 2009, the following will no longer be accepted from travelers 16 and over:

- Regular driver's license and birth certificate or US consular report of birth abroad
- Birth certificate alone (ages 16, 17, 18— unless in an travel group such as a school tour)
- Naturalization certificate
- Canadian citizenship certificate
- Canadian permanent resident card
- Anything else not mentioned above

Foreign Visitors Entering the United States - the US-VISIT Program

US-VISIT is an enhanced border inspection program implemented by the US Department of Homeland Security. US-VISIT requirements do not replace visa requirements for entering the United States. Visit [Department of Homeland Security](#) to find out if US-VISIT applies to you, the entry process, fees and more.

No Guaranty of Entry

Permission to enter the US or Canada is granted solely at the discretion of Customs and Immigration officers. Accordingly, possession of required documentation and providing Amtrak with required information in no way guarantees entry into the United States or Canada.

Neither Amtrak nor VIA Rail Canada nor any other carrier is in any way liable in the event that you are denied entry or delayed on your trip. Trains or buses will not be delayed at the border on your behalf if you are detained.

We hope this information helps. Please feel free to e-mail back if you have any further questions!

Best Regards,

Amtrak Travel Industry Programs Support SJB

INTLHELP@amtrak.com

Exemption 6

From: [REDACTED] [mailto:[REDACTED]]
Sent: Sunday, December 15, 2013 12:47 AM
To: INTLHELP
Cc: [REDACTED]
Subject: New booking QUERY

DEAR RESERVATION TEAM

CLIENTS WISH TO KNOW, IF THEY PURCHASE TRAIN FROM NIGRA FALLS CANADA— TO BUFFALO NY
HOW CLIENTS DO HEMIGRATION TO ENTER THE U.S?

PLEASE PROVIDE DETAILED INFORMATION

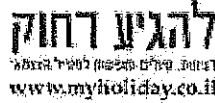
Exemption 6

BEST REGARDS,



Reservations & Operation Department | Discover | TAL Aviation Group |

T: [Redacted] | F: [Redacted] [Redacted]



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